

Message Text

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ACTION OPR-02

INFO OCT-01 EUR-12 ISO-00 EB-08 SIG-02 /025 W
-----034340 091950Z /64

R 091547Z SEP 77
FM AMCONSUL TORONTO
TO SECSTATE WASHDC 6247
USDOC WASHDC
INFO AMEMBASSY OTTAWA
AMCONSUL MONTREAL
AMCONSUL VANCOUVER

UNCLAS TORONTO 2356

E.O. 11652: N/A
TAGS: BPUB; ASIG; CA
SUBJ: INSPECTORS RECOMMENDATION - CLOSING OF POST COMMERCIAL LIBRARY

REF: INSPECTION REPORT - "CONDUCT OF RELATIONS WITH CANADA",
JUNE 1977; INSPECTION MEMORANDUM 9.5A AND RECOMMENDATION
9.5A-1.

1. IN FORMAL INSPECTION REPORT (REF) INSPECTORS MADE FOLLOWING
COMMENT/ RECOMMENDATION REGARDING POST COMMERCIAL LIBRARY: "THE
COMMERCIAL LIBRARY RECEIVES LITTLE USE BY BONA FIDE CLIENTS AND FAR
BETTER REFERENCE FACILITIES EXIST ELSEWHERE IN TORONTO. THE
INSPECTORS BELIEVE THAT THE POST CAN DO LITTLE TO INCREASE USE OF THE
LIBRARY BY VISITORS AND THAT IT SHOULD BE CLOSED. THE POST SHOULD
RETAIN REFERENCE MATERIAL NECESSARY TO ANSWER TELEPHONE AND
MAIL INQUIRIES."

2. POST CLOSELY MONITORED VISITORS TO COMMERCIAL LIBRARY WEEK
OF JUNE 6 AND OF THE TOTAL OF 59 ONLY 6 (10 PERCENT) REPRESENTED
SUBSTANTIAL BONA FIDE TRADE INQUIRIES. OF THOSE, ONLY
2 (INCLUDING ONE AMERICAN) REQUIRED SPECIAL COUNSELLING BY POST
COMMERCIAL PERSONNEL: TWO COULD NOT BE SERVICED BY OUR LIBRARY
RESOURCES; AND MOST COULD HAVE FOUND THEIR INFORMATION AT
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TORONTO BUSINESS REFERENCE LIBRARY (SEE BELOW). NONE REPRESENTED
A BONA FIDE TRADE OPPORTUNITY.

3. INSPECTORS ARE QUITE CORRECT IN ASSERTION THAT "FAR BETTER
REFERENCE FACILITIES EXIST ELSEWHERE IN TORONTO." METRO TORONTO
BUSINESS REFERENCE LIBRARY (BRL), A PART OF THE CITY PUBLIC
LIBRARY SYSTEM, HAS A FAR LARGER COLLECTION OF U.S. BUSINESS AND

ECONOMIC REFERENCE WORKS AND U.S. TRADE PUBLICATIONS THAN POST LIBRARY COULD POSSIBLY ACCOMMODATE (OR JUSTIFY). BRL IS LOCATED ONLY TEN MINUTES FROM POST BY SUBWAY. IT IS OPEN TO THE PUBLIC SIX DAYS A WEEK, INCLUDING EVENINGS, AND IS STAFFED BY COMPTNT, KNOWLEDGEABLE, PROFESSIONAL LIBRARIANS. COPYING FACILITIES ARE AVAILABLE AND TELEPHONE INQUIRIES ARE SERVICED EXPEDITIOUSLY.

4. POST AGREES THAT THERE IS LITTLE THAT CAN BE DONE TO INCREASE COMMERCIAL LIBRARY USE BY BONA FIDE CANADIAN BUSINESSMEN FOR FOLLOWING REASONS: (A) EXISTENCE OF OTHER SUPERIOR FACILITIES; (B) SPACE LIMITATIONS; AND (C) SECURITY CONSIDERATIONS.

5. WITH REGARD TO RECOMMENDATION TO RETAIN SUFFICIENT REFERENCE MATERIALS TO SERVICE PHONE AND MAIL INQUIRIES, WE ARE ACTIVELY TRYING TO REDUCE THE VOLUME OF PHONE INQUIRIES SERVICED (MAIL INQUIRIES ARE MINIMAL). A SEVEN DAY SURVEY OF PHONE INQUIRIES CONDUCTED IN MAY SHOWED THAT ONLY ONE THIRD WERE OF A LEGITIMATE COMMERCIAL NATURE. WE ARE ENDEAVORING TO REFER THE OTHER TWO THIRDS TO ALTERNATIVE SOURCES, E.G. USIS, TORONTO GENERAL REFERENCE LIBRARY, USTS-CONTRACT TRAVEL INFORMATION SERVICE, IN ORDER TO REDUCE WORKLOAD ON REDUCED FSL STAFF. BASIC REFERENCE SOURCES OF USE TO BONA FIDE BUSINESS INQUIRIES, THE POST STAFF AND U.S. BUSINESS VISITORS WOULD BE RETAINED.

6. IN COMPLIANCE WITH INSPECTORS RECOMMENDATION, WE PROPOSE TO CLOSE THE COMMERCIAL LIBRARY TO NON-BONA FIDE, DROP-IN VISITORS.
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WE ARE REVIEWING VARIOUS MEANS OF SCREENING VISITORS AT THE MAIN RECEPTION DESK. BUT IN GENERAL WOULD RECEIVE CANADIAN VISITORS BY APPOINTMENT ONLY.

7. IN ADDITION, HOWEVER, WE PROPOSE TO RE-ORIENT THE COMMERCIAL LIBRARY'S FOCUS TO BETTER SERVE THE U.S. BUSINESS VISITOR. COLLECTION OF U.S. TRADE PUBLICATIONS AND DIRECTORIES (OTHER THAN SUCH BASICS AS THOMAS REGISTER) WOULD BE ELIMINATED AND EFFORT WOULD BE MADE, WITHIN BUDGETARY LIMITS, TO BUILD A RELATIVELY COMPLETE COLLECTION ON THE CANADIAN ECONOMY AND BUSINESS WORLD. E.G. STATISTICAL PUBLICATIONS, TRADE DIRECTORIES, AND TRADE MAGAZINES, CUSTOMS PUBLICATIONS, ETC. OUR CURRENT INVENTORY OF SUCH MATERIAL IS SPOTTY AT BEST.

8. MOREOVER, WE FURTHER PROPOSE TO UTILIZE AVAILABLE SPACE TO PROVIDE AN "OFFICE AWAY FROM HOME" TO U.S. BUSINESS VISITORS. THIS WOULD INCLUDE DESK, UNLIMITED LOCAL TELEPHONE USE, ANSWERING SERVICE, AND ASSISTANCE IN OBTAINING CONTRACT SECRETARIAL HELP WHEN REQUIRED. USDOC WILL NOTE SIMILARITY TO ITS PRODUCT MARKETING SERVICE - PMS. LIKE PMS, OUR SERVICE WOULD BE AVAILABLE ONLY ON ADVANCE NOTIFICATION THROUGH ONE OF THE USDOC DISTRICT OFFICES, IN ORDSR TO PREVENT USE BY FLY-BY-NIGHT OPERATORS AND TO TAKE INTO ACCOUNT

STAFF AVAILABILITY. IF DESIRED BY USDOC, WE WOULD HAVE NO
OBJECTION TO A USAGE FEE.

9. IN VIEW OF THE RELATIONSHIPS ESTABLISHED WITH
USDOC DISTRICT OFFICES IN BUFFALO, CLEVELAND, AND PITTSBURGH UNDER
CURRENT CCP FOR CANADA, WE WOULD EXPECT THAT MOST OF THE DEMAND
FOR THIS SERVICE WOULD ORIGINATE IN THOSE AREAS. WE WOULD WELCOME,
HOWEVER, PROMOTION OF THE SERVICE BY OTHER DISTRICT OFFICES.
REACTION FROM THREE NAMED DISTRICT OFFICES HAS BEEN POSITIVE.

10. WE WOULD LIKE TO PHASE INTO THIS PROPOSED OPERATION BY
BEGINNING OF SECOND QUARTER FY 78 (I.E. BEGINNING OF CY 78).
THEREFORE, WOULD APPRECIATE STATE/COMMERCE CONCURRENCE SOONEST.
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DIGGINS

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Message Attributes

Automatic Decaptioning: X
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Disposition Event:
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Executive Order: N/A
Errors: N/A
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Handling Restrictions: n/a
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Review Media Identifier:
Review Release Date: n/a
Review Release Event: n/a
Review Transfer Date:
Review Withdrawn Fields: n/a
SAS ID: 1321854
Secure: OPEN
Status: NATIVE
Subject: INSPECTORS RECOMMENDATION - CLOSING OF POST COMMERCIAL LIBRARY
TAGS: BPUB, ASIG, CA
To: STATE COM
Type: TE
vdkgvwkey: odbc://SAS/SAS.dbo.SAS_Docs/81fb0d49-c288-dd11-92da-001cc4696bcc
Review Markings:
Margaret P. Grafeld
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